

MULTIMEDIA



UNIVERSITY

STUDENT ID NO

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# MULTIMEDIA UNIVERSITY

## FINAL EXAMINATION

TRIMESTER 2, 2019/2020

**BFI2024 – ERP FINANCIAL INFO SYSTEMS & SD**  
( All sections / Groups )

6<sup>th</sup> MARCH 2020  
9.00am – 11.00am  
(2 Hours)

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### INSTRUCTIONS TO STUDENTS

1. This question paper consists of 3 pages (including cover page) with FOUR (4) questions only.
2. Attempt ALL questions.
3. All questions carry equal marks and the distribution of marks for each question is given.
4. Please write all your answers in the Answer Booklet provided.

**QUESTION 1 (25 marks)**

Many organisations use a diversity of information systems such as custom applications, e-business solutions and Enterprise Resource Planning (ERP) to support their organisational and financial business processes. However, this diversity of heterogeneous and in many cases incompatible systems coupled with the absence of integrated enterprise architecture is considered a restricting factor in the automation of business processes. In attempting to overcome such issues, organisations are turning to a new category of integration software called Application Integration (AI), which results in flexible and manageable information System and infrastructures.

**Required:**

- i) Define and discuss the differences between data centric integration and process centric integration, with relevant examples. (15 marks)
- ii) Discuss **TWO (2)** main goals of inter-enterprise integration (XRP). (10 marks)

**QUESTION 2 (25 marks)**

From a technical perspective, it is proposed that the enterprise application integration (EAI) is achieved at four integration layers. The importance of such layers has been validated through a series of case studies. Evidence from these cases have shown that enterprises evaluate EAI packages using many criteria including integration layers. It is, therefore, important for organisations to select an EAI package that supports the connectivity of their applications with the integration infrastructure.

**Required:**

- i) Identify and discuss the **FOUR (4)** integration layers. (16 marks)
- ii) Explain **THREE (3)** hidden costs of ERP implementation, with relevant examples. (9 marks)

**Continued...**

**QUESTION 3 (25 marks)**

During the last 50 years, companies have undergone extensive structural changes, mainly due to changes in the business environment and competition, and also by the progress made in the management and organization theories. Many scholars argued that the management design different types of organizational structures as appropriate for different kinds of environments. The organization structures are tailored to respond to the business related environment to enable strategic decisions. Management needs to make some strategic decision to react or anticipate to some business requirements or to promote a change in the organization.

**Required:**

- i) Discuss **FOUR (4)** factors that may trigger a process change. (16 marks)
- ii) Explain **business integration**, with relevant examples. (9 marks)

**QUESTION 4 (25 marks)**

Assume you are the CIO for Global Bike Inc. You are frustrated with the lack of information flow between marketing and sales, accounting, and supply chain. You need to convince top management to approve an ERP implementation project that will solve this problem.

**Required:**

- i) Prepare a persuasive memo to the top management, convincing them on this need. (16 marks)
- ii) Define and discuss **application hosting**, with relevant examples. (9 marks)

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**END OF QUESTION PAPER**